

Exciting Career Opportunity!**BENEFITS OF
WORKING FOR AOC**

- ◆ The state of Washington offers a comprehensive benefits package, including health, dental, life and long-term disability insurance
- ◆ Vacation leave
- ◆ Sick leave
- ◆ Shared leave
- ◆ Family – Medical leave
- ◆ Military and Civil leave
- ◆ Eleven paid holidays per year
- ◆ A state retirement plan
- ◆ Deferred Compensation Program
- ◆ Membership in the Public Employees' Retirement System
- ◆ Opportunities to participate in a Medical Flexible Spending Arrangement and Dependent Care Assistance Programs

**WHERE IS AOC
LOCATED?**

The Administrative Office of the Courts is located in Olympia, Washington, on Interstate 5 between Seattle, Washington and Portland, Oregon. Olympia and the surrounding Thurston County area offer numerous social, recreational, educational, and cultural opportunities. Natural features include Puget Sound, the Olympic National Park to the west, and Mt. Rainier to the east. Mount St. Helens and the Pacific Ocean beaches are within a two hour drive of the city.

**Administrative Office of the Courts
JOB #2017-036-I12****PROJECT TEAM TECHNICAL SUPPORT
(Integrator)**

> [Click Here for Further Information](#) <

SALARY: \$64,296 to \$84,384 per year DOQ

LOCATION: Olympia, Washington

OPENS: November 3, 2017

CLOSES: Open until filled; **first review of applications will be November 27, 2017.** Candidates are encouraged to apply early. AOC reserves the right to close the recruitment at any time.

This is a project position and is dependent on continued project funding. Funding is anticipated to continue through June 2019.

POSITION PROFILE

The integrator provides business-related and technical support for integrations between case management systems used by Washington's judiciary.

Reports to an Information Technology Manager or equivalent, this professional position works independently with minimal supervision. Work products are subject to review and approval.

DUTIES AND RESPONSIBILITIES

- ◆ Analyze data integration errors
- ◆ Perform root cause analysis and recommend resolutions to integration errors
- ◆ Perform a variety of steps within the Software Development Life Cycle
- ◆ Coordinate change requests with the vendor, AOC, and business users
- ◆ Handle large and complex datasets in varying formats
- ◆ Coordinate various business improvement initiatives
- ◆ Execute Microsoft SQL scripts to query and/or update application data
- ◆ Create and maintain detailed documentation
- ◆ Adhere to standard operating procedures
- ◆ Recommend application and integration enhancements
- ◆ Report application and integration defects
- ◆ Develop positive working relationships with court customers
- ◆ Perform other duties as required.

The Administrative Office of the Courts (AOC) is a department of the Washington State Supreme Court. Established by state statute in 1957, the mission of the AOC is to advance the efficient and effective operation of the Washington State judicial system.

The AOC carries out its mission through formulation of policy and legislative initiatives, court technology development, educational programs, and program support for 428 Washington judges and their staff. The AOC draws its employees from a wide range of professions including legal, information technology, research, education, and judicial administration.

The agency is administered by an executive team that is committed to maintaining a dedicated and diverse workforce that provides the highest quality of customer service and continuously develops strategies for improving the performance and effectiveness of the court system in Washington.

AGENCY-WIDE VALUES & COMPETENCIES

Agency Values

- Integrity
- Honesty
- Accountability
- Teamwork
- Trust
- Respect
- Customer Service
- Communication

Behavioral Competencies

- Influencing
- Problem solving
- Planning/organizing
- Consulting
- Relationship building
- Tact/diplomacy

Key Competencies

Knowledge, Skills and Ability

- Interpersonal skills to work across boundaries and to establish and maintain professional working relationships with co-workers, customers and vendors
- Communication skills that facilitate effective, appropriate information exchanges
- Ability to effectively communicate both orally and in writing; communicate proficiently in written reports and deliver information through presentations
- Ability to understand and meet customer expectations
- Ability to identify, analyze, and resolve problems
- Ability to think critically, exercise judgment and make sound decisions and recommendations consistent with organizational objectives
- Skill to prioritize and adjust priorities within workload assignments based on business need and/or direction from senior staff or management
- Ability to manage time & resources to accomplish goals & objectives
- Ability to lead, coach and mentor lower level staff
- Ability to multi-task and effectively coordinate multiple assignments
- Ability to accomplish work objectives, complete assignments set by supervisor
- Ability to self-initiate, achieve excellent results with little need for direct oversight
- Ability to accept personal responsibility for the quality and timeliness of work
- Knowledge/understanding of the overall impact of the enterprise such that they can independently deal with high risk, high profile initiatives impacting services
- Ability to understand the overall impact and interconnections of the AOC system infrastructure
- Knowledge of organizational business processes, computer applications, operating systems, and current technologies available to facilitate product & service delivery to customers
- Ability to learn new concepts and skills; absorb and retain new information
- Ability to skillfully deploy knowledge and skills in a combination of the following technology and business areas:
 - ◆ Microsoft Office - Word, Excel, PowerPoint, Visio and Project
 - ◆ Application programming fundamentals
 - ◆ General business practices and procedures
 - ◆ Methodologies and principles of Business Process Engineering (BPE / BPM)
 - ◆ Principles of Change Management
 - ◆ Quality Assurance methodologies
 - ◆ Packaged application systems featuring a high level of configurability to end-user requirements
 - ◆ Project Management methodologies and procedures
 - ◆ Best Practices for Data Security
 - ◆ General knowledge of the fundamentals of Enterprise Architecture

The AOC is committed to the practice of equal employment opportunity and non-discrimination for all persons without regard to race, creed, color, national origin, sex, marital status, sexual orientation, age, honorably discharged veteran or military status, or the presence of any sensory, mental, or physical disability or the use of a trained dog guide or service animal by a person with a disability. Persons of disability needing assistance in the application process, or those needing this announcement in an alternative format, please contact Colleen Clark, AOC Human Resource Office, at (360) 704-4143 or fax (360) 586-4409, or via email to Employment@courts.wa.gov.

SPECIAL NOTE:

All employees hired by the Administrative Office of the Courts are required to be fingerprinted for a criminal history background check with continued employment with the AOC contingent upon the results of this background check.

Application materials will be screened for the purposes of determining who will be selected for an interview.

QUALIFICATIONS AND CREDENTIALS FOR THIS POSITION

A bachelor's degree in Information Technology, computer science OR closely allied field;

AND

Five (5) years of experience in a complex information technology environment including direct experience with a major systems integration effort.

A combination of education and experience demonstrating a working knowledge of the duties, responsibilities and competencies of the System Integrator may substitute for the qualifications listed.

THE PREFERRED CANDIDATE WILL HAVE

A thorough understanding of end-user requirements of court applications and business processes to solve court business data requests.

MS SQL Programming Language (v2008r2 and above) knowledge and ability to generate queries and reports.

Ad hoc reporting tool knowledge and practical application to demonstrate development, test, and maintain business and data layer objects, queries and reports of moderate complexity.

APPLICATION PROCEDURE

To be Considered for this Position, Please Submit:

- A **cover letter** specifying how you meet the qualifications of the position (no more than two pages);
- A chronological **resume** describing your prior job experience to include employers, dates of employment (by total months/years), description of duties, and education; and
- A completed AOC **Application for Employment** (found at www.courts.wa.gov/employ, then click on Current Openings link, go to bottom of page).

Failure to submit the required materials listed above may eliminate your application from consideration.

Submission by email is preferred: Employment@courts.wa.gov; or you can fax to (360) 586-4409; or send by mail to Administrative Office of the Courts, PO Box 41170, Olympia, WA 98504-1170